

September 27, 2002

To: All Department Heads

From: David E. Janssen
Chief Administrative Officer

COUNTY PROGRESS REPORT

On August 8, 2000, on motion of Supervisor Knabe, the Board of Supervisors, instructed this office to work with various departments to investigate the feasibility of creating a countywide report card of indicators regarding the County's contribution to the economic, environmental, and social health condition of the County's residents and to report back with recommendations for implementing such a project. This memorandum is to provide a status report on this project and to request confirmation that data gathering is underway for the department performance measures that will be included in the first report.

In July 2001, we provided a status report to the Board indicating that we had convened the appropriate departments and other appropriate entities, to develop the project. At that time, we also set December 2003 as the target date for completion of the first report. Initially, this effort was called the County Report Card. We have subsequently renamed the project the **County Progress Report**, and further refined the report categories, working closely with Supervisor Knabe's office as the originator of the effort. The revised categories are 1) Economic, 2) Social Well-Being and Safety, 3) Health, 4) Recreation and Culture, and 5) Environment. We believe the new name and the additional reporting categories more accurately and positively reflect the purpose and intent of the document.

Since our last report, another change in the approach is the inclusion of key community indicators to provide a "snapshot" of the community condition that County programs are designed to improve. Using this approach, the County Progress Report will include 1) a graphic display of the performance data, 2) a description of the community indicator and discussion of why it is important, and 3) a discussion of how Los Angeles County programs are impacting the community condition.

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Another important component of the project is the alignment of the County Progress Report programmatic performance measures with the goals of the County Strategic Plan, departmental strategic plans, the County Proposed Budget and Children's Budget, the Management Appraisal and Performance Plan, and potentially the County Annual Report. While the actual number of community indicators and department performance measures are limited for this first effort, we anticipate expanding the effort to include additional critical County programs as we gain experience measuring for results. All performance measurement efforts are expected to be used to refine measures reported in the County's budget process, which, in turn, should enhance information for decision-making.

As noted previously, Fiscal Year 2002-03 will be the base year for the Report. The December 2003 target date will permit participating departments a full fiscal year to gather performance measurement data for the selected measures. The attached Matrix of Indicators and Measures provides the structure and content for the Report. In those instances where departments have performance data from previous years, that information will also be included to advance the identification of trends. We understand that the identified departments have agreed to the stated measures and indicators which, whenever possible, reflect measures included in the 2002-03 Proposed County Budget or the Children's Budget.

Department heads should ensure systems are in place to meet the data tracking commitment for each assigned indicator or measure. In this regard, please confirm by October 15, 2002 that data gathering is underway for 2002-03 and also provide a contact person/phone number for any necessary follow-up to:

Nan Flette
Chief Administrative Office
Office of Unincorporated Area Services and Special Projects
723 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012
nflette@cao.co.la.ca.us

After the close of 2002-03, participating departments should be prepared to submit the required data in conjunction with a brief narrative on the importance of the measure or indicator, an interpretation of the reported results, and any explanatory information that may be necessary.

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If you have any questions, please let me know or your staff may contact Nan Flette or Martin Zimmerman of this office at (213) 974-1168 or (213) 974-1326, respectively.

DEJ:LS
MKZ:Nf:nl

Attachment


c: Each Supervisor
 Administrative Deputies
 County Progress Report Task Force (via e-mail)

COUNTY OF LOS ANGELES COMMUNITY PROGRESS REPORT MATRIX OF INDICATORS AND MEASURES

Performance Area	"Countywide Statistics" <i>Indicators of Regional and County Conditions</i>	Department Performance Measures <i>Indicators of County Services and Outcomes</i>
<p>ECONOMIC</p> 	<p><u>Employment</u></p> <ul style="list-style-type: none"> - Unemployment by age segment. ^(a) (Source: CA Employment Development Department.) - Job growth and growth in average wage. (Source: UCLA Anderson Forecast/CAO.) - Public assistance program caseloads. (Source: DPSS.) - Young adults (18-24) in school or employed. ^(a) (Source: DHS Los Angeles Health Survey.) <p><u>Housing</u></p> <ul style="list-style-type: none"> - Family income used for housing costs. ^(a) (Source: U.S. Census Bureau.) - Assessed valuation of land and improvements. (Source: Assessor/CAO.) <p><u>Infrastructure</u></p> <ul style="list-style-type: none"> - Quality of countywide road system. (Source: DPW/American Society of Civil Engineers.) - Mobility of countywide road system. (Source: DPW/American Society of Civil Engineers.) 	<p><u>Employment</u></p> <ul style="list-style-type: none"> - Percentage of GAIN participants employed after six-months and after 12 months. (Source: DPSS.) - Percentage of youth exiting Workforce Investment Act youth program who are employed, in military, or enrolled in post-secondary education 9 months after exit. (Source: DCSS.) - Percentage of emancipated youth employed or in school at time of emancipation. (Source: DCFS.) - Number of direct jobs created or retained by Community Development Commission projects (redevelopment, revitalization, enterprise zones, lending programs). Source: (CDC.) <p><u>Housing</u></p> <ul style="list-style-type: none"> - Number of new affordable housing units developed. (Source: CDC.) <p><u>Infrastructure</u></p> <ul style="list-style-type: none"> - Quality of unincorporated County roads. (Source: DPW.)


Notes:

- (a) Indicates a measure that is the same or similar to the Goal 5 Countywide Indicators to Measure Progress in the Five Outcome Areas for Children and Families.
- Indicators may be refined further during base year 2002-03 based on experience and the usefulness of the proposed indicators and measures

Performance Area	"Countywide Statistics" Indicators of Regional and County Conditions	Department Performance Measures Indicators of County Services and Results
<p>SOCIAL WELL-BEING & SAFETY</p> 	<p><u>Child Well-Being</u></p> <ul style="list-style-type: none"> - Number of child abuse reports that result in open child abuse and neglect cases. ^(a) (Source: DCFS.) - Children placed in out-of home care. ^(a) (Source: DCFS.) - Poverty rates (children and adults). ^(a) (Source: DHS) <p><u>Elder and Dependent Adults</u></p> <ul style="list-style-type: none"> - Los Angeles County trend in elder and dependent adult abuse reports. (Source: DCSS.) <p><u>Community Safety</u></p> <ul style="list-style-type: none"> - County crime rate (per FBI statistics) for violent, property and misdemeanor crimes. (Source: Sheriff.) - Adult (18+) and juvenile (10 -17) felony arrest rate. ^(a) (Source: CA Department of Justice.) - Emergency calls by service type for Los Angeles County Fire Department coverage area. (Source: Fire.) 	<p><u>Child Well-Being</u></p> <ul style="list-style-type: none"> - Number of adoptions finalized. (Source: DCFS.) - Number of children placed with adoptive parents. (Source: DCFS.) - Percentage of current support collected. (Source: CSSD.) - Percentage of all children that are victims of child abuse or neglect without another incidence within 6 months. (Source: DCFS.) - Percentage of children receiving mental health services through Children Systems of Care Services who are stabilized and remain in home (avoiding out-of-home placement). (Source: DMH). <p><u>Elder and Dependent Adults</u></p> <ul style="list-style-type: none"> - Number of elder and dependent adults served and percentage of elder and dependent adults whose level of risk was reduced as a result of County services (Source: DCSS.) <p><u>Community Safety</u></p> <ul style="list-style-type: none"> - Percentage of minors and adults completing probation without a subsequent sustained petition and percent of adults without subsequent convictions. (Source: Probation.) - Crime Activity Report, Crimes Reported and Arrests (Source: Sheriff.) - Percentage of cases file/declined within five days (Source: DA.) - Trend in average response time for urban, suburban and rural. (Source: Fire.)


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Performance Area	"Countywide Statistics" <i>Indicators of Regional and County Conditions</i>	Department Performance Measures <i>Indicators of County Services and Results</i>
<p>HEALTH</p> 	<p><u>Health Coverage</u></p> <ul style="list-style-type: none"> - Percentage of adults and children without health insurance. (Source: DHS LAC Health Survey.) - Percentage of adults forgoing needed health care because they couldn't afford it. (Source: DHS LAC Health Survey.) <p><u>Maternal and Child Health</u></p> <ul style="list-style-type: none"> - Percentage of women who receive adequate prenatal care. (Source: Calif. DHS, LAC DHS Vital Statistics.) - Percentage of children who are adequately immunized at age 2. (Source: DHS Immunization Program.) <p><u>Adult Health</u></p> <ul style="list-style-type: none"> - Percentage/number of adults overweight and obese. (Source: DHS LAC Health Survey) - Percentage/number of smokers among adults. (Source: DHS LAC Health Survey.) - Percentage of adults not getting recommended physical activity. (Source: DHS LAC Health Survey.) <p><u>Healthy Environment</u></p> <ul style="list-style-type: none"> - Percentage of days (per year) not meeting standards for air quality. (Source: AQMD.) 	<p><u>Health Coverage</u></p> <ul style="list-style-type: none"> - Percentage/number of eligible adults and children covered by public health insurance programs. (Source: DHS and DPSS.) - Number of ambulatory care visits provided to uninsured patients through DHS or its PPP program. (Source: DHS.) <p><u>Maternal and Child Health</u></p> <ul style="list-style-type: none"> - Percentage of women giving birth at County facilities who received adequate prenatal care. (Source: Calif. DHS, LAC DHS Vital Statistics.) - Percentage of children in poverty who are adequately immunized by age 2 (Source: DHS Immunization Program.) - Number of VFC (Vaccines for Children) doses administered. (Source: DHS Immunization Program.) <p><u>Adult Health</u></p> <ul style="list-style-type: none"> - Percentage of adult participants in smoking cessation programs that quit smoking. (Source: DHS Tobacco Control Program.) - Percentage of bars and restaurants in compliance with the California Smoke-Free Workplace Law. (Source: DHS Tobacco Control Program.) <p><u>Healthy Environment</u></p> <ul style="list-style-type: none"> - Countywide hospitalization rate for asthma among uninsured children ages 0-14. (Source: OSHPD Hospital Discharge Report.)


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Performance Area	"Countywide Statistics" Indicators of Regional and County Conditions	Department Performance Measures Indicators of County Services and Results
<p>RECREATIONAL AND CULTURAL SERVICES</p> 	<p><u>Public Library</u></p> <ul style="list-style-type: none"> - Book circulation of all public libraries in Los Angeles County. ^(a) (Source: PL.) - Percentage of households in California with computers and percent with Internet access. (Source: U.S. Department of Commerce) <p><u>Parks and Museums</u></p> <ul style="list-style-type: none"> - Local and regional park acreage per 1000 residents. (Source P&R.) - Public golf courses per capita. (Source: P&R.) - (Community Indicator for Museums to be determined.) - (Community Indicator for Arts Commission programs to be determined.) 	<p><u>Public Library</u></p> <ul style="list-style-type: none"> - Number of books checked out per capita in Los Angeles County Public Libraries. (Source: PL.) - Number of people accessing the Internet through Public Library facilities. (Source: PL.) <p><u>Parks and Museums</u></p> <ul style="list-style-type: none"> - Percentage increase or decrease in rounds of golf played at County courses from previous year (senior, adult, junior). (Source: P&R.) - Percentage increase/decrease in recreation program attendance from previous year. (Source: P&R.) - County owned golf courses per capita. (Source: P&R.) - Percentage increase/decrease from previous year in attendance/visitors to the Art and Natural History Museums. (Source: LACMA and NHM.) - Percentage increase/decrease from previous year in the number residents receiving arts services through Arts Commission programs at sites throughout the County. (Source: Arts Commission.)

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Performance Area	"Countywide Statistics" Indicators of Regional and County Conditions	Department Performance Measures Indicators of County Services and Results
ENVIRONMENTAL 	<u>Waste Management</u> <ul style="list-style-type: none"> - Cubic yards of trash removed from beaches in Los Angeles County. (Source: State of California Water Resources Control Board and DPW.) - Remaining capacity of landfills in Los Angeles County. (Source: DPW.) - Total waste disposed in County landfills. (Source: DPW.) <u>Public Beaches</u> <ul style="list-style-type: none"> - <u>Cubic yards of trash removed from beaches in Los Angeles County. (Source: State Water Resources Control Board/DPW.)</u> - <u>Percentage of days beaches in Los Angeles County meet State beach water quality safety standards.</u> <u>Pest Control</u> <ul style="list-style-type: none"> - Growth in the number of square miles placed under quarantine that will restrict produce exports. (Source: Ag. Comm.) 	<u>Waste Management</u> <ul style="list-style-type: none"> - Amount of waste that is diverted from Los Angeles County landfills to beneficial use. (Source: DPW.) <u>Public Beaches</u> <ul style="list-style-type: none"> - Cubic yards of trash prevented from discharge to the LA River from County unincorporated areas. (Goal is a 10% reduction per year as a rolling 3-year average.) (Source: DPW.) <u>Pest Control</u> <ul style="list-style-type: none"> - Number of infestations detected and the number controlled/percentage controlled before quarantine is necessary. (Source: Ag. Com.)

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